



COUNTY OF SACRAMENTO DEPARTMENT OF HUMAN ASSISTANCE		NO.	REV.
SENIOR NUTRITION SERVICES - POLICY AND PROCEDURE			
	CONTACT REFERENCE: <u>NAME:</u> Barbara Finnestead	APPROVED BY: _____ JANINE BROWN	EFFECTIVE DATE: Feb. 13, 2001
AREA:			DISTRIBUTION:
TITLE:			

PURPOSE: To establish policy and procedure for the new volunteer driver program.

PROCEDURE:

1. Basic volunteer requirements
 - A. Drivers are needed one day a week for approximately two hours.
 - B. Volunteer routes at the 3013 D St location leave at 9:00 a.m. and noon,
 - C. Volunteer routes leave at 10:00 a.m. from Orangevale and Rancho Cordova sites
 - D. The number of clients vary from 10 to 20 per route
 - E. The volunteer driver delivers five frozen meals to each client with milk, bread, and fruit to go with it or one hot meal daily along with a cold bag.
2. Each volunteer must be able to:
 - A. Drive a car large enough to hold the ice chests and hot food.
 - B. Have a valid drivers license and car insurance.
 - C. Lift up to twenty pounds
3. When a volunteer fills out the S.N.S. Volunteer Application copies of the volunteer's driver's license and proof of car insurance will be taken and a file is started for the volunteer. An appointment for fingerprinting is made by the volunteer.
4. Before driving a route each volunteer will ride along with a trained driver on a home delivered meals route.

ITEMS TO COVER ON TRAINING DAY

The training will include:

1. Show the volunteer where to get the clipboard and route sheet.
2. Explain different notations that may be used on the route sheet. (i.e. OTC's, Cancels, XXX, OOO, etc.)
3. Explain notices of non-delivery and issue some to the volunteer.
4. Explain menus and issue numbered envelopes. Show the volunteer where to find out the number of their route.
5. Show the volunteer where the ice chests are.
6. Frozen meals: Show the volunteer the rolling cart and load the meals from the freezer. Load fruit, bread bags, and milks from refrigerator.
 - A. One set of five meals per client. (Seven sets)
 - B. One bag of fruit per client.
 - C. One bag of bread per client.
 - D. One quart and one ½ pint of milk per client. (Check dates on milk and take the oldest first.)
7. Ride along with another trained driver on your route at least one time.
8. Understand procedure for client emergency situations.
 - A. Assess situation
 - ❖ call 911
 - ❖ do not attempt to lift or move client
 - B. Call the office to report the situation
 - C. Stay with the client
10. Don't leave meals on the porch or in a cooler if the client is not there.
11. Don't deliver to client if you feel there is a threat to your safety.
12. For new clients always explain the reheating instructions and that meals need to be placed in the freezer right away.
13. Finish route sheet and turn in. Donation envelopes and comment sheets must be given to the site coordinator daily to be returned to the office.

14. Clean ice chest and place on shelf in loading area.
15. If meals are still frozen return to freezer, return milk to refrigerator, place extra bags in packing area. If too many meals are returned the driver will inform SNS staff.
16. Volunteers will be instructed to call 24 hours in advance if they are unable to deliver their route. Volunteers also need to call in if they are going to be late.
17. Volunteers will be instructed to ask volunteer coordinators if they have any questions or problems. If they have a problem with the volunteer coordinators then they will be instructed to go to the HDM Supervisor. If they need help beyond the HDM Supervisor they will be instructed to ask the Program Manager.